



# FEMA

# Fact Sheet

## Management Directorate

Albert B. Sligh, Jr. is the Assistant Administrator and Chief Acquisition Officer for the FEMA Management Directorate. He oversees Human Capital, Information Technology, Acquisition Management, Support Services and Facilities, the Disaster Reserve Workforce, Security, Records Management, Occupational Health, Safety and Environment; and Business Operations.

### Management Directorate Mission

Provide FEMA with the support to deliver integrated solutions that enhance the Agency's capabilities to achieve its mission.

### Its Vision is:

To be a trusted, committed, and valued partner in the delivery of FEMA's mission.

### MD's 2009-2011 Strategic Plan is the Management guide for the next three years:

#### Strategic Goals

1. Hire, train, deploy, and retain a skilled workforce.
2. Provide a safe, secure, and productive work environment.
3. Provide information, resources, and support services.
4. Provide reliable, integrated, and secure communication and information systems.
5. Develop a results-oriented business approach that enhances FEMA's mission
6. Promote behavior focused on creating a customer service environment.

Among the ways to achieve this are through continuity of leadership and operations, unity of functions toward the accomplishment of FEMA's mission and priorities, and excellence in our delivery of services to all customers.

### MD's Core Values Are:

- Customer Focused
- Committed to Operational Excellence
- Accountable
- Proactive
- Resourceful

MD reinforces these ideals by tying these values into tactical plans. Further, elements of performance measures are linked to customer service standards. Through endeavors such as this, MD aligns program priorities, and resource allocations to best support DHS and FEMA missions.

To help employees see how core values and customer service standards are integral to the MD Strategic Plan, training is being afforded that embraces the five success factors. The acronym TRACK is being used to instill these so that they become a regular practice in performing excellently, every day. TRACK indicates the first letter of each of the customer service standards:





### Customer Service Standards

**T**imeliness—The MD will provide timely service to its customers

**R**eliability—The MD will provide reliable services to its customers

**A**ccessibility—The Management Directorate will provide customers with easy access to information assistance and services

**C**ourtesy—The MD will interact with customers in a professional manner

**K**nowledge—The MD will provide customers with the skills and knowledge needed to meet their goals.

### Key Initiatives

Using local businesses for rebuilding and providing supplies during and after disasters:

Immediately following Hurricane Ike, the AMD, Acquisition Program and Planning Branch (APPB), established the Local Business Task Force (LBTF) in conjunction with its Industry Liaison (IL) function; thus, providing quick mobilization of existing agency resources and capabilities. At Headquarters, the LBTF established a Hurricane Ike IL Helpdesk with a web, email and phone presence that immediately began fielding vendor inquiries. The team also deployed to the declared disaster area and assisted with response and recovery on the ground. The deployed task force is composed of two functional areas: Portfolio Management and Business Outreach. The Portfolio Management team assists FEMA program areas in transitioning requirements from pre-positioned contracts to local vendors. The Business

Outreach team collaborates with multiple federal, state, and local partners to implement educational seminars on the procurement process, further fostering business participation in response and recovery efforts.

### BEST Workforce initiative

Employees seized the opportunity to effect positive change at FEMA through the Building, Engagement, Strengths, and Talent (BEST) Workforce Initiative survey that fielded in December 08 and early January 09. The survey gave all employees a chance to identify FEMA's strengths and weaknesses as a workplace.

Completing the survey was just the beginning of the BEST Workforce Initiative. Teams will begin holding "impact planning" sessions in which they will review the survey results and create plans to improve work life at FEMA. Then, they will collaborate to put those plans into action.

Managers prepare to lead their impact planning sessions by completing a training course. In addition, seven classes of FEMA managers have participated in the Great Manager Program. All managers will be invited to the Great Manager Program training over the course of the BEST Workforce Initiative.

To learn more about the BEST Workforce Initiative, talk to your manager or division/directorate leadership, or go to the BEST Workforce page on the FEMA Intranet: [http://online.fema.net/human\\_capital/best\\_workforce.shtm](http://online.fema.net/human_capital/best_workforce.shtm).





### Customer Service—striving for and rewarding everyday excellence

As part of a new strategic initiative for 2009, the Management Directorate has launched a customer satisfaction feedback mechanism triggered by request fulfillment to specific divisions and offices. Using online questionnaires, MD can more accurately gauge how satisfied customers are with the services provided to them. This activity addresses one of the Management Directorate's core values: to be customer focused.

Each of the divisions within the Management Directorate regularly asks for feedback on one of its key functions. Using feedback from MD customers, we can learn what we are doing well, and where our customers think we need to improve.

### Fully Credentialed Disaster Reserve Workforce

In April of 2008 the formation of the Disaster Reserve Workforce Division that now tallies as high as 90 percent of FEMA's deployed force during disasters. Since 2004, on average, 70 to 80 percent of Agency employees deployed at open disaster sites are Reservists. In response to severe flooding in 2008, reservists made up nearly 90 percent of the Agency's deployed workforce. After a summer of Midwest flooding

and a successive series of hurricanes, 67 percent of the Agency's response to Hurricane Ike comprised reservists.

On each day during the period between September 1 and October 31, 2008, 75 percent of all members of the Disaster Reserve Workforce was either deployed or had just returned from a deployment within the previous 60 calendar days.

Just recently, a formalized mandatory process was implemented to qualify and credential the entire disaster workforce that consists of disaster reservists as well as permanent full-time and cadre of on-call (CORE) response employees. Position task books have been developed for FEMA's Joint Field Office (JFO) positions and plans are to incorporate the task books in to the credential program. All FEMA employees who serve in disaster deployed positions, regardless of the appointment type, will conform to the new credentialing requirements in accordance with the National Incident Management System (NIMS).

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*FEMA leads and supports the nation in a risk-based, comprehensive emergency management system of preparedness, protection, response, recovery, and mitigation, to reduce the loss of life and property and protect the nation from all hazards including natural disasters, acts of terrorism, and other man-made disasters.*

